

# (Banking Associate / Senior Banking Associate / Junior Executive) Product Operations & Customer Support - Product Lifecycle Management

Assist in managing and optimizing client contacts within the Product Lifecycle Management Department. This role involves monitoring daily issue reporting, ticket issuance, and follow-up, along with direct correspondence related to digital channels and product issues. The focus is on ensuring efficient communication, problem resolution, and maintaining high customer service standards

## THE JOB

- Support daily reporting and management of customer issues related to digital banking channels and products
- Collaborate with relevant teams to contribute to timely and effective issue resolution
- Assist in overseeing the lifecycle of tickets for reported customer issues
- Follow up on open tickets, ensuring timely updates and resolutions, and escalate as necessary
- Provide assistance and guidance to the team in handling customer queries
- Log and track reported issues for resolution, escalating to relevant stakeholders as needed
- Assist as a liaison between customers and internal teams on customer-facing issues
- Regularly update the Executive on the status of service desk activities, tickets, and operational needs
- Support the implementation of strategies to enhance customer interactions and improve overall satisfaction.
- Identify areas for improvement in customer communication and suggest solutions
- Assist in maintaining accurate documentation of customer issues, tickets, and resolutions
- Collaborate with internal teams to contribute to the expedited resolution of issues
- Assist in effective management and improvements for the issue tracking system

## THE PERSON

- Possess a Bachelor's degree in IT / Business / Finance or any other related field
- Possess 5 years' of experience out of which minimum 2 years' experience in working with operations related to banking products and services, customer relationship management and issue resolution
- Good communication and interpersonal skills
- Detail-oriented with organizational and multitasking abilities
- Ability to handle high-pressure situations and urgent customer issues
- Familiarity with digital banking platforms and technologies
- Demonstrated experience in managing customer-facing channels
- Problem-solving skills with a customer-centric mindset

Please login to <https://www.ndbbank.com/careers> to apply on or before 5th February 2024.

We will correspond only with the shortlisted applicants  
"We are an equal opportunity Employer"



Vice President Human Resources